

MICHIGAN DEPARTMENT OF HUMAN SERVICES

Important Things About Programs and Services



STATE OF MICHIGAN
Department of Human Services

KEEP THIS BOOKLET FOR YOUR RECORDS

Welcome to the State of Michigan Department of Human Services (DHS)

We have programs to help you and/or your household (everyone living in your home) with food, medical care, child care, cash and emergencies. We can also tell you about other programs and resources that may help meet your needs. We look forward to helping you and your household.

If you need help with reading, writing, hearing, etc., please tell us. If you need an interpreter, we will provide one or you may bring your own.

Steps to Assistance

- 1** - **Read this booklet and keep it.** It tells you about our programs and has important information. **When you sign a DHS application/redetermination form, you agree to the rules in this booklet.**
- 2** - **Answer the questions on the DHS form.** We need your answers to decide what help you may receive or continue to receive.
- 3** - **We may need to ask for more information.** We will let you know what we need.
- 4** - **We will send you a letter** in the mail telling you about your benefits. **Keep this letter.** It has important information including the name and phone number and email address of your DHS specialist.
- 5** - **If you want help you do not receive now, you have the right to apply today.** Use the DHS assistance application or filing form. The date DHS receives either form may affect the date your benefits start.






The application or filing form is available at a DHS office in your area or online at www.michigan.gov/dhs-forms. You can find the address and phone number to a DHS office in your phone book under the state government section, or online at www.michigan.gov/dhs-countyoffices.

You may bring, mail or fax the form to the DHS office in your area.

Before you can be approved for help, you must complete the entire assistance application.

Timely Decisions

We must make timely decisions to approve or deny your application within the following standards (from the date your application or filing form is received in the local office):

Program Symbols	DHS Programs	Standards
	Food Assistance	
	• Expedited (seven-day processing).....	7 days
	• Food Assistance Program.....	30 days
	Medical Assistance	45 days
	• With a medical decision on disability .	90 days
	• For pregnant women.....	10 days
	Child Development and Care	45 days
	Cash Assistance	
	• Family Independence Program.....	45 days
	• Refugee Assistance Program	30 days
	• State Disability Assistance	60 days
	State Emergency Relief	10 days

Expedited Food Assistance (Seven-Day Processing)



Your household may qualify for seven-day processing of your food assistance application if:

- You have less than \$150 in monthly gross income and \$100 or less in liquid assets (cash on hand, checking or savings accounts, savings certificates), **or**
- Your combined gross income and liquid assets are less than your monthly rent and/or mortgage payment plus heat and utilities, **or**
- You are a **destitute*** migrant or seasonal farmworker with \$100 or less in liquid assets.

***Destitute** means that your income **stopped** before the date you applied, or your income **has started** but you expect to receive no more than \$25 within the next 10 days.

If your household qualifies for seven-day processing, you must:

- Participate in an interview, **and**
- Provide proof of your identity, **and**
- Complete the entire application process.

To continue receiving food assistance benefits, you will be asked to provide proof of other information (like income, residency, etc.). If you provide the proof when you apply, you may be given a longer food assistance benefit period.

Food Assistance Program (FAP) Interviews

A face-to-face interview may be waived and replaced by a telephone interview if your household has a hardship. Hardships include, but are not limited to:

- Illness.
- Transportation problems.
- Work hours that prevent participation in an in-office interview.

Tell your DHS specialist if you have a hardship and need a telephone interview.

We May Need Proof

For most programs, DHS will need proof of your household's income. If you have proof, send or bring it with your DHS form.

Some ways to prove income are:

- ☐ Check stubs
- ☐ Child support receipts
- ☐ Social Security award letter
- ☐ Self employment records of income and expenses

For some programs, we **MAY** need proof of:

- ☐ Age
- ☐ Identity
- ☐ U.S. citizenship
- ☐ Immigration status
- ☐ Pregnancy
- ☐ Current medical insurance card
- ☐ School enrollment, anyone age 16-19
- ☐ Income that recently started or stopped
- ☐ Assets (cash on hand, checking and savings accounts, credit union accounts, etc.)

If we need proof, we will send you a list of what we need. If you need help getting proof, ask your DHS specialist.

When you sign the application/redetermination form, you agree to the rules we explain in this Information Booklet.

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Food Assistance Program (FAP)

FAP provides benefits that can be used to buy food (or seeds and plants to grow your own food) for your household. People of all ages may receive FAP.

You may be eligible for FAP benefits if you have either:

- Low income.
- No income.

Income

FAP eligibility and benefit amounts are based on your household income and the number of people in your FAP group. When we look at your income, we make some **deductions** and consider **allowable expenses** (see below).

Deductions from countable income:

- 20 percent of earned income, and
- A standard deduction based on the number of people in your FAP group.

Allowable expenses:

- Medical expenses over \$35 a month not paid by a third party (for persons age 60 or older, veteran with a disability or a person with a disability).
- Some housing and utility costs.
- Some child care costs and costs for care of persons with disabilities.
- Court ordered child support paid to a non-household member.

To get a deduction for an allowable expense, you must report and provide proof of the expense if asked by your DHS specialist. If you do not report or provide proof of the expense, we assume you do **not** want to receive a deduction for the expense.

If your heat is included in your rent, and you receive or expect to receive the Home Heating Credit, tell us on your assistance application. If you do not tell us about the credit, we will assume you do **not** want to receive a deduction for heat expenses.

Program requirements:

- **Follow Work Rules and Penalties** - see pages 22-23.
- **Child Support Services** - see page 16.
- **Child Support Actions** - see page 21.

Medical Assistance (MA)



If you are applying for MA, also known as Medicaid, we must give you a Medicaid Healthcare Coverage brochure with more complete information. Contact the DHS office in your area if you do not receive this brochure.

We have many MA programs for children, families and adults. Our goal is to make essential health care services, including Medicare premiums, available to people who cannot pay for them. Asset and income rules are different for different MA groups and programs.

If you have other health insurance or coverage, you may still qualify. Your medical providers (doctors, hospitals, etc.) will have to bill the other insurance first.

You may be eligible for MA when you are (a):

- Family Independence Program recipient.
- Supplemental Security Income (SSI) recipient.
- Financially eligible, and:
 - Under age 21.
 - Age 65 or older.
 - Pregnant.
 - Blind or disabled.
 - A parent or close relative living with and acting as a parent for a child. NOTE: The child must be under age 18, or a full-time high school student graduating before age 20.

Assets are counted for some programs. Many children and pregnant women can get MA with no limit on assets.

For persons age 19 and older (except for pregnant women), your assets must be below the limit for at least one day in the month that you ask for medical help. You must provide proof of your assets.

If you are over the asset limit, you may be able to get help if you use the excess assets to pay bills. We may ask for proof of how you used excess assets.

Income. Each Medicaid program has income limits. The limits depend on the program, who lives with you, and where you live. If your income is over the limit:

- You may still get help if you give us proof of your medical expenses.
- We may give you MA with a deductible.

Getting your medical bills paid. Choose a provider who will accept Medicaid – not all providers do. If you are applying for MA, tell your medical providers (doctors, hospital, pharmacy, etc.) before you receive any medical services.

If you are eligible for help, you will be sent a mihealth card. Each eligible person in your family will get their own card. **Do not throw this card away.** If your mihealth card is lost, stolen or damaged, call: 1-800-642-3195.

Give your medical providers a copy of your mihealth card as soon as you receive it. This information is needed to bill Medicaid for your covered services. Your providers must bill Medicaid within 12 months from the date you received their services, even if you gave the bill to DHS.

If your providers miss the 12-month limit, the bill may not be paid unless the delay is because you asked for a hearing to get MA. DHS determines your eligibility but the Department of Community Health (DCH) pays for the services covered by Medicaid. DCH may refund your money if you pay for an MA-covered service between the date your hearing request is received by DHS after an incorrect denial of MA and the date your MA is approved as a result of your hearing.

Help for past months. We may approve MA for up to three months before the month you applied. If we do, ask your providers to bill MA for services you received before we approved your application. If you pay for services before your application is approved, ask your health providers to refund your money and bill Medicaid. Providers do not have to give refunds, but some will. The provider must bill Medicaid even if you gave the bill to DHS.

Program requirements:

- **Child Support Services** - see page 16.
- **Child Support Actions** - see page 21.

Healthy lifestyles. We want all MA clients to live healthy lifestyles. This might include making a commitment to: attend all medical appointments, exercise regularly, not smoke or use illegal drugs, and keep children's shots up-to-date.

For more information on living a healthy lifestyle, you may visit the Michigan Department of Community Health (MDCH) Web site at: www.michiganstepsup.org or call the following numbers:

- 1-877-422-4244 - healthy eating habits and tips.
- 1-877-422-4244 - free *Make Health Your Choice* booklet.
- 1-800-480-7848 - quit smoking.

Adult Medical Program (AMP)



AMP helps pay for basic medical care for low-income adults. Additional services may be available through a county health plan.

You may be eligible for AMP if you are not eligible for Medicaid and you have:

- Cash assets of \$3,000 or less, and
- Low income.

Limited enrollment. We limit the number of people who can receive AMP in Michigan. When we reach the limit, we must deny your application, even if you meet the eligibility rules.

Employer-Sponsored Insurance Option

If your employer offers health insurance, AMP may help pay your insurance premium. Instead of receiving AMP, you could receive a voucher (equal to the cost of AMP) to help pay your cost of your employer's health insurance plan.

Resident County Hospitalization (RCH)



RCH helps individuals with low income who cannot pay for medical care when they are in the hospital overnight.

You may be eligible for RCH if you:

- Have low income, and
- Are not eligible for Medicaid, and
- Do not have other insurance to pay for inpatient hospital care.

Each county sets its own financial eligibility rules.

For more information, contact the DHS office in your area.

Child Development And Care (CDC)



CDC helps pay for the cost of child care.

You may be eligible if you are:

- A family with low income.
- A licensed foster parent requesting care for foster children.
- A member of a DHS protective or preventive services case participating in a treatment plan.
- A FIP or Supplemental Security Income (SSI) recipient.
- A FIP applicant doing a required Michigan Works! Agency (MWA) activity.

You must have a child care need because of:

- Work.
- High school completion classes (including general equivalency diploma, adult basic education, and English as a second language).
- Approved education or training.
- Approved treatment activities for a health or social condition.

The child care must be provided in Michigan by a:

- Licensed child care center.
- Licensed group child care home.
- Registered family child care home.
- DHS enrolled* day care aide providing care in the child's home.
- DHS enrolled* relative care provider providing care in his/her own home.

NOTE: The relative must be a grandparent/step-grandparent, great-grandparent/step-great-grandparent, aunt/step-aunt, uncle/step-uncle, or sibling/step-sibling of the child needing care and must **not** live in the same home as the child.

* Enrollment is not allowed if the provider, or an adult household member age 18 and older, living with the provider, is:

- Convicted of certain crimes.
- On the central registry for child abuse or neglect.

How much money can you make and still be eligible?

FIP and SSI recipients, licensed foster parents, and prevention and children's protective services families are eligible without an income determination. Eligibility for all other families is based on gross monthly income. Use the table below to get an idea if you may be eligible.

Family Group Size	Gross Monthly Income
1&2	\$0-1607
3	\$0-1990
4	\$0-2367
5	\$0-2746
6	\$0-3123
7	\$0-3500
8	\$0-3877
9	\$0-4254
10+	\$0-4634

What does DHS pay?

DHS child care rates are based on the type of provider you choose, the area where the care is provided and the child's age. Current rates are available from your DHS specialist.

If you are eligible because you are a low-income family, we pay 70% to 100% of child care costs up to the DHS maximum rate. The percentage depends on your gross monthly income and eligibility.

You are responsible for any child care costs not paid by DHS.

Program requirements:

- **Child Support Services** - see page 16.
- **Child Support Actions** - see page 21.

Resources:

- For more information about CDC, see "Michigan Cares for Today's Child," DHS Publication 798, available online at: www.michigan.gov/daycare.
- If you need help finding an eligible child care provider, contact your local Community Coordinated Child Care (4C) Association at: 1-866-4CHILDCARE (1-866-424-4532) or online at: www.mi4C.org.

Family Independence Program (FIP) Refugee Assistance Program (RAP)



The main goal of cash assistance programs is to help families become self-supporting and independent.

- **FIP** is temporary cash assistance for low-income families with minor children.
- **RAP** is temporary cash assistance for persons recently admitted into the U.S. as refugees.

To qualify for FIP or RAP, you must have:

- Low income, **and**
- Cash assets less than \$3,000.

You may be eligible for FIP if you are not receiving cash benefits from another state and you are either:

- Pregnant.
- A parent, legal guardian, or relative acting as a parent for a child under the age of 18 (or a high school student age 18-19).

48-month lifetime limit: You cannot receive FIP for more than 48 months in your lifetime unless you qualify for an extension or an exception. Months before October 2007 do not count. Months do not count if you are:

- Deferred.*
- Working and following your Family Self-Sufficiency Plan.*
- Living in a county with a high unemployment rate.

*See "Things You Must Do: Follow Work Rules and Penalties."

You may be eligible for RAP if you are:

- A refugee (or someone treated as a refugee) as determined by the United States Citizenship and Immigration Services (USCIS).
- Within eight months of the date of entry to the U.S., and
- Not eligible for FIP.

The FIP or RAP grant amount is based on:

- Number of people in your household group.
- Court-ordered child support expenses paid by your household.
- Total income.

Child support payments. If child support payments are collected for children on the FIP grant, we may send you some of the support collected each month. We will keep the rest. If the child support collected is more than your FIP grant for at least two months, we will close your FIP case so you can receive the child support payments directly.

FIP or RAP program requirements:

- **Follow Work Rules and Penalties** - see pages 22-23.
- **Child Support Services** - see page 16.
- **Child Support Actions** - see page 21.
- **Immunize Children Under Age Six - Get Shots (FIP)** - see page 20.

State Disability Assistance (SDA)

SDA provides cash assistance to meet the basic needs of a person with a disability, a person caring for a person with a disability, or persons in a special living arrangement.

A person is considered disabled if (s)he is one of the following:

- Age 65 or older.
- Unable to work for 90 days or more because of a medical condition.
- Receiving Supplemental Security Income (SSI) or Social Security disability benefits.
- Receiving medical assistance based on disability or blindness.
- Receiving special education services.
- Receiving Michigan Rehabilitation Services.
- Diagnosed as having AIDS.
- Living in an adult foster care home, a home for the aged, a county infirmary or a substance abuse treatment center.

You may be eligible for SDA if you are not eligible for FIP and you are:

- 65 or older.
- Permanently or temporarily **disabled**.
- Taking care of a person with a disability who lives with you.

AND you have:

- Cash assets of \$3,000 or less, **and**
- Low income (different limits for single and married persons).

State Emergency Relief (SER)



SER provides limited help to households with low income who have an emergency. SER helps prevent serious harm to individuals and families who have an emergency that threatens their health or safety.

You may be eligible for SER if:

- You have low income and limited assets.
- The emergency situation is not likely to happen again (example: for help with rent or house payments, you must show you have enough income to pay your housing costs in the future).
- You have made certain required payments on your shelter, heat, electric and/or utility bills.
- The amount you need is within our limits.

You do NOT have to receive other help from DHS in order to qualify for SER.

Covered services include:

- Relocation payments to avoid or eliminate homelessness.*
- Mortgage, insurance and/or property tax payment, to stop forfeiture, foreclosure or tax sale.*
- Limited home repairs.
- Home heating, electric and utility bills.
- Burial costs.

* *DHS works with the Salvation Army to provide emergency shelter statewide.*

The amount of help you may receive depends on the number of people in your household, income, assets and type of service requested and other factors.

Low Income Home Energy Assistance Program (LIHEAP)



LIHEAP consists of federal money given to each state to help low-income individuals and families with heating costs. In Michigan, this money is used for the following programs:

- Home Heating Credit (HHC).
- State Emergency Relief (SER) - see page 14.
- Weatherization Assistance Program (WAP).

There is no separate application for LIHEAP.

Home Heating Credit (HHC). The HHC is available to **all** low-income households including those with rent that includes heat. The Michigan Department of Treasury determines eligibility and makes the payments.

Applications for the HHC are available at the Department of Treasury and wherever tax forms are available (online at www.michigan.gov/treasury, select Income Tax Forms from the Treasury Quick List on the home page). You do not need to file a state income tax return to receive the HHC. Eligibility is based on income, number of tax exemptions and household heating costs.

Weatherization Assistance Program (WAP). WAP is a federally funded, low-income residential energy conservation program available to low-income Michigan homeowners and renters. These services reduce energy use and lower utility bills. Services may include:

- Attic insulation and ventilation.
- Wall insulation.
- Foundation insulation.
- Smoke detectors.
- Dryer venting.
- Air leakage reduction.

Applications for WAP are available at your local weatherization operator.

To find the local weatherization operator in your area, go to: www.michigan.gov/dhs-womap.

Resources:

- **LIHEAP** - call the toll-free DHS Energy Assistance hotline at 1-800-292-5650.
- **HHC or WAP** - go to: www.michigan.gov/heatingassistance.

Child Support Services

The Office of Child Support (OCS) is part of DHS and is responsible for the child support program in Michigan. OCS works with the Prosecuting Attorney (PA), Friend of the Court (FOC) and agencies in other states.

The goal of OCS is to ensure that children are supported by their parents. Child support may include:

- Cash for everyday living.
- Health and/or educational benefits.
- Payment for child care costs.

An OCS support specialist can help:

- Locate a child's absent parent(s).
- Establish a child's legal father by:
 - Voluntary paternity papers.
 - Court action for paternity.
- Establish a child support order.

Child support services are available if:

- A child lives in your home whose parent(s) do(es) not live there.
- You receive child care services, food, cash or medical assistance from DHS.

You do not have to receive help from DHS to apply for child support services.

To apply for services, complete the *IV-D Child Support Services Application/Referral* (DHS-1201):

- Print a DHS-1201 from the DHS public Web site at www.michigan.gov/dhs-forms.
- Call OCS at **1-866-540-0008** or **1-866-661-0005**.
- Send a written request to:

**Office of Child Support
Central Functions Unit
PO Box 30744
Lansing, MI 48909**

Return the completed DHS-1201 to the DHS in your area, the local PA or FOC, or the address above.

Before you sign a DHS application/redetermination form, read this Information Booklet.

Early On®

Early On coordinates services for families who have a child age zero (birth) to age three with a disability, developmental delay or a related medical condition.

To find out if your child is eligible, call *Early On* at **1-800-EarlyOn (327-5966)** or online at www.1800earlyon.org. An *Early On* coordinator in your county will:

- Let you know if your child is eligible.
- Help you decide if you want *Early On* services for your child.

There is no cost for an evaluation of *Early On* eligibility.

***Early On* services can include:**

- Assessment services.
- Audiology.
- Counseling (family, group, individual).
- Diagnostic medical services.
- Early identification.
- Family skills training.
- Health services.
- Home visits.
- Nursing services.
- Nutritional counseling.
- Occupational therapy.
- Pathology.
- Psychological services.
- Screening.
- Service coordination.
- Social work services.
- Special equipment.
- Special instruction.
- Speech.
- Transportation.
- Vision services.

Things You Must Do

By signing the DHS form, you agree to do the following nine things:

1. Give Correct Information and Report Changes (All Programs)

Correct information. You must give DHS correct and complete information about you and everyone in your household.

If you give us incorrect or incomplete information on purpose, or you do not report a change, you may be prosecuted for perjury or fraud, or denied benefits. (See “Penalties for Intentional Program Violation Or Fraud” for more information.)

Reporting changes. Tell your DHS specialist about changes within **10 days** of the date of the change. If you have any doubt about whether to report a change, contact your DHS specialist. Your DHS specialist will tell you if different reporting rules apply to you.

The types of changes you must report are:

- Employment starts or stops.
- Change of employer.
- Change in rate of pay.
- Change of hours worked by more than five hours per week, if it will last more than one month.
- Unearned income starts or stops (like Social Security, unemployment or retirement benefits, etc.).
- Unearned income changes by more than:
 - **\$50** per month for most programs.
 - **\$25** per month for most MA programs.
- Change of address.
- Housing or utility cost stops, starts or changes.
- Anyone moving in or out of your home.
- Changes in child care need, cost or provider.
- Changes in child support amount paid out or received.
- Health or medical insurance premiums or change in coverage.

Things You Must Do (continued)

2. Repay Extra Benefits (All Programs)

If you or anyone in your household receives benefits they are not eligible for, the adults in the household must repay the extra benefits. The benefits must be repaid even if there was no fraud. If DHS makes an error, the adults in the household must repay the extra benefits **except** in medical assistance cases.

For FAP, an authorized representative (someone with access to your food benefits who can shop for you) may also be responsible for repayment of any extra FAP benefits.

Recoupment. DHS may keep part of your future benefits as repayment for extra benefits you received.

Trafficking. FAP benefits that are sold or traded are treated as extra benefits and must be repaid.

Release of information. If you or anyone in your household received extra benefits, the information on your DHS form, including Social Security numbers, may be given to federal, state and private agencies to help with collection.

3. Provide Social Security Numbers (Most Programs)

For most programs, under federal law 42 USC 1320b-7, you must provide Social Security numbers for everyone **applying**.

Exceptions include:

- When applying for child care **only**, you do not have to provide a Social Security number for adults or children who do not need child care.
- Non-citizens who cannot get a Social Security number may still qualify for medical assistance for emergency services, pregnancy and childbirth. (See “Citizens and Non-Citizens.”)

DHS will help you apply for Social Security numbers. Give DHS the Social Security number as soon as you receive it. If you do not, your benefits may be reduced or denied or you may have to repay an overpayment.

DHS will use Social Security numbers to check whether you are eligible and receiving the correct benefits. DHS uses Social Security numbers to check information with other agencies. (See “Information About Your Household That Will Be Shared.”)

Things You Must Do (continued)

4. Pursue Other Benefits (Most Programs)

You must apply for other benefits you may qualify for, such as:

- Unemployment benefits.
- Social Security and Supplemental Security Income (SSI) benefits.
- Veterans Administration benefits.

DHS will tell you if you need to apply for benefits.

If you do not pursue benefits when required, your DHS benefits may be reduced, closed or denied.

5. Immunize Children Under Age Six - Get Shots (FIP)

Children under age six must be immunized as recommended by the Michigan Department of Community Health.

Your cash benefits may be reduced by \$25 per month until your children are up-to-date on their immunizations.

A child is exempt from the immunization requirement if:

- (S)he is under two months of age.
- Immunizations are medically inappropriate for the child.
- Immunizations are against the family's religious beliefs.

6. Follow Labor Laws if Your Child Care Provider Works in Your Home (CDC)

If your child care provider is caring for your child(ren) in your home (day care aide), you are the employer and must comply with federal labor laws. Under federal law, you may have to:

- Pay employer taxes (Social Security, Medicare, unemployment, etc.).
- Pay at least minimum wage.
- Provide a W-2.

If you fail to follow federal laws, you may have to pay fines and penalties to the federal government. For more information, contact a tax expert.

Things You Must Do (continued)

7. Child Support Actions (Most Programs)

If you receive benefits from FIP, FAP, MA or CDC, and you have a minor child in your home whose parent(s) do(es) not live there, you will receive a letter from a support specialist about the child support program. You must contact the support specialist when you receive the letter. You must work with the Office of Child Support, the Prosecuting Attorney and Friend of the Court.

Good cause. DHS will not require you to pursue paternity or support if you have good cause.

To claim good cause, tell your DHS specialist and ask for the “Claim of Good Cause” form. You may be asked to provide proof.

If you do not cooperate with child support actions when required, and do not have a good-cause reason, DHS will do all of the following:

- Remove the food assistance benefits of the person not cooperating for at least one month.
- Deny or stop your medical benefits for at least one month. We will not deny or stop Medicaid for children or pregnant women.
- Deny or stop your child care benefits for at least one month.
- Deny or stop cash assistance for your entire household for at least one month.
- Deny SER for failure to comply with a requirement of FIP.

For FIP only, support you get from another person for yourself (spousal support) or any minor household member (child support) when you are receiving or applying for cash from DHS will no longer be sent to you but will be given (assigned) to DHS.

While you are receiving FIP, all support money will go to pay back DHS. This includes money owed to you from past months. DHS may send some of what is collected back to you each month.

If the total support collected is more than your FIP grant for at least two months, DHS may close your FIP case so you can receive the support payments directly.

Court-ordered child support payments received after your FIP case is opened must be returned to DHS. Failure to do so may result in the loss or reduction of benefits. If you have questions about whether or not your payment must be returned, contact your DHS specialist.

For MA only, medical support payments will be given (assigned) to the Michigan Department of Community Health for children receiving Medicaid.

Things You Must Do (continued)

8. Follow Work Rules and Penalties (FIP or RAP and FAP)

Your work rules will depend on whether you receive FIP or RAP cash assistance, FAP benefits with no cash assistance, or time-limited FAP benefits.

FIP or RAP cash assistance work rules. Your family must complete a Family Automated Screening Tool (FAST) and develop a Family Self-Sufficiency Plan (FSSP). This plan will list the work activities that you must do up to 40 hours per week to receive FIP or RAP. You design this plan with your DHS specialist and the Michigan Works! Agency.

Adults (and children age 16 and older who are not in school full-time) who receive FIP or RAP must:

- Complete the screening tool (FAST).
- Help make and comply with an FSSP.
- Not quit, refuse work or reduce work hours.
- Not get fired from a job due to misconduct or missing work.
- Comply with assigned employment and/or self-sufficiency activities.

Penalties for breaking FIP or RAP work rules. If you break the FIP or RAP work rules without good cause (see “Good Cause” on page 25) DHS will:

- Deny your application (you may reapply).
- Stop FIP for your whole family for three months for the first and second time and 12 months for the third and any future times.

NOTE: For the first non-compliance without good cause, your benefits might continue if you agree to complete the assignment given to you by your DHS specialist within 10 days. You only get this one chance.

- Count all penalty months toward your 48-month lifetime limit.
- Stop RAP for you for at least one month (but the rest of your household might be eligible).
- If you receive both FIP and FAP, we will:
 - Stop or reduce your FAP benefits for at least one month if you are not excused from FAP work rules.
 - Count your FIP grant amount as income for three or 12 penalty months.

Things You Must Do (continued)

FAP work rules. (NOTE: If you receive both cash and food benefits, you must follow FIP work rules.)

- **If you are working**, you may not:
 - Quit a job of 30 hours or more per week.
 - Voluntarily reduce work hours below 30 hours per week without good cause.
 - Be fired from a job for misconduct or missing work.
- **If you are not working** or working less than 30 hours per week, you may not:
 - Refuse a job offer.
 - Refuse to participate in required employment-related activities that must be done to receive unemployment benefits.

Penalties for breaking FAP work rules. If you receive FAP and you break the work rules without good cause, your benefits will stop or be reduced for:

- At least one month for the first time, and
- Six months for any other time after the first time.

Time-limited food assistance rules. (NOTE: Time limits are not always in effect, so check with your DHS specialist.)

Special time limits and work requirements might apply to you if you are:

- A person without a disability.
- At least 18 years old but under the age of 50, and
- Living in a household with no children under age 18 (related or unrelated).

9. Work Rule Deferrals and Good Cause (FIP or RAP and FAP)

Work rule deferrals (“excused”). Some people who receive cash or food assistance may be excused from work rules. If you receive FIP and are excused from the work rules, you may have to do other activities. If you think you should be excused from work rules, talk to your DHS specialist.

NOTE: Reasons for being excused may change.

Things You Must Do (continued)

You may be excused from FIP or RAP work rules if you are:

- Under the age of 16.
- Age 65 or older.
- A parent of a baby less than three months old. You may be assigned to family strengthening activities once the baby is six weeks old.
- A parent of a child who is active with *Early On*®.
- Working 40 hours per week.
- Age 16-19, in school full-time, and expected to graduate before age 20.
- Caring for a child or spouse with a disability (depending on the disabled person's needs and the child's school attendance).
- A person with a disability or medical limitations.
- Experiencing a temporary critical event such as domestic violence (determined by DHS).

You may be excused from FAP work rules if you are:

- Age 60 or older.
- Personally caring for a child under the age of six who is receiving FAP on your case.
- Working 30 hours per week or earning at least minimum wage times 30 hours per week.
- Attending high school, adult education, or a GED program at least half-time.
- Injured, ill or personally caring for a household member with a disability.
- Seven to nine months pregnant.
- Pregnant with medical complications.
- Applying for FAP at a Social Security office.
- In substance abuse treatment or rehabilitation.
- Applying for or receiving unemployment benefits.
- Appealing the denial of unemployment benefits.

Good cause. You have the right to claim good cause if you believe you should be excused from the FIP or RAP and/or FAP work rules. If you think you have a good cause reason, contact your DHS specialist right away. NOTE: Reasons for good cause may change.

Things You Must Do (continued)

FIP or RAP or FAP - Reasons for good cause:

- An unplanned event or factor that does not allow you to meet the work rules (e.g., domestic violence, religion, health or safety risk or homelessness).
- Illness or injury.
- You requested child care that was not provided.
- You requested transportation services that were not provided.
- Long commute (more than two hours per day or more than three hours per day with child care).
- You quit a job to take a comparable job.
- Your job required you to commit illegal activities.
- You are physically or mentally unable to do the job.
- Your employer discriminated against you based on age, race, color, sex, national origin, disability, religion, etc.
- You are working 40 hours per week for at least the state minimum wage.
- Reasonable accommodation was not provided.

FAP only - You may have a good cause reason if you/your:

- Are deferred.
- Moved due to another household member's job or education/training.
- Have a job that requires you to retire or to join, resign from, or refrain from joining a labor union or organization.
- Have a job that is on strike or at a lockout site.
- Have unreasonable work conditions.
- Have been offered a job that is outside of your work experience during the **first 30 days** as a mandatory FAP work participant.
- Employer is not able to keep the promise of work.

Important Things To Know

1. Penalties For Intentional Program Violation Or Fraud (FAP, FIP, SDA)

Intentional Program Violation (IPV) is when you make a false or misleading statement, hide, misrepresent or withhold facts on purpose to receive or continue to receive extra benefits.

Fraud/IPV - If we think you committed fraud/IPV, we may hold an administrative hearing, bring criminal charges or ask you to voluntarily sign a disqualification agreement.

FAP Trafficking - You may also be guilty of fraud/IPV if you trade or sell your FAP benefits or Bridge card. You may not use FAP benefits or Bridge cards that belong to another household for your household. You may not use FAP benefits or Bridge cards to purchase anything other than food or seeds and plants to grow your own food for your household.

If it is proven in court that you are guilty of **fraud**:

- You are subject to criminal penalties (e.g., fines up to \$250,000, jail/prison time up to 20 years, or both). You may be charged under other federal laws and a court may prevent you from receiving benefits for an additional 18 months; **and**
- You must repay any extra benefits you received because of the fraud/IPV; **and**
- You will be disqualified from receiving FIP/SDA and/or FAP benefits - see the table of penalties on page 27.

If it is proven you are guilty of **IPV** in an administrative hearing, or you voluntarily sign a disqualification:

- You will be disqualified from receiving FIP/SDA and/or FAP benefits - see the table of penalties on page 27, **and**
- You will have to repay the extra benefits you received because of the fraud or IPV.

Important Things To Know (continued)

Table of Penalties

If you do any of the following: <ul style="list-style-type: none"> • Make a false or misleading statement. • Hide, misrepresent or withhold facts to receive or continue to receive benefits. • Trade or sell less than \$500 in FAP benefits or Bridge cards. • Use FAP benefits to buy ineligible items such as alcoholic drinks or tobacco. • Use FAP benefits or Bridge cards that belong to someone else for your household. 	You will lose FIP/SDA and/or FAP benefits for: <ul style="list-style-type: none"> • One year for the first violation. • Two years for the second violation. • Life for the third violation.
If you are. . . <ul style="list-style-type: none"> • Convicted by a court or found guilty by administrative hearing of lying about where you live to receive benefits on two or more cases at the same time. 	You will lose FAP benefits for: <ul style="list-style-type: none"> • 10 years.
If you are. . . <ul style="list-style-type: none"> • Convicted in court of lying about where you live to receive benefits* on two or more cases at the same time. <i>*Benefits include programs funded under Title IV-A of the Social Security Act, Medicaid and Supplemental Security Income. This penalty will not stop you from receiving MA.</i> 	You will lose FIP benefits for: <ul style="list-style-type: none"> • 10 years.
If any member of the household is found guilty in court of. . . <ul style="list-style-type: none"> • Trading FAP benefits for drugs. 	You will lose FAP benefits for: <ul style="list-style-type: none"> • Two years for the first offense. • Life for the second offense.
If any member of the household is found guilty in court of. . . <ul style="list-style-type: none"> • Trading FAP benefits for firearms, ammunition or explosives. • Trading, buying or selling FAP benefits of \$500 or more for anything other than food. 	You will lose FAP benefits for: <ul style="list-style-type: none"> • Life.

Important Things To Know (continued)

2. Hearing Rights

If you do not agree with any decision DHS makes to deny, reduce or terminate benefits, you have the right to request a hearing. In most cases, if you receive a notice reducing or canceling your benefits and you request a hearing within 11 days of the date the action will take place, your benefits will continue until the hearing is held.

Someone else may represent you at the hearing, such as a friend, relative, or lawyer.

To ask for a hearing:

- Bring or mail a signed, written hearing request* to your DHS office (**no** faxes or photocopies).
- For FAP only, you can request a hearing verbally, in person or by telephone.
- The hearing request must be signed by you or by your parent, spouse, attorney, court appointed guardian or conservator, or by someone else you name in a signed statement.

** DHS-18 available online at www.michigan.gov/dhs-forms.*

DHS will deny your hearing request if:

- We receive your request more than 90 days after we mailed the notice to deny, terminate, or reduce your benefits.
- The person who signed the hearing request cannot show a court order or signed statement from you and is not your lawyer, spouse or parent.

3. Persons with Disabilities

You do not have to tell us about disabilities, but some help is only available to persons with disabilities. If you or someone in your household has a disability, we can make exceptions or give you special help.

Tell your DHS specialist if you need help.

If you do not tell us about a disability now, you can tell us about it later.

If you are denied special help or an exception you need because of a disability, and you think the denial was wrong, you may file a complaint of discrimination with:

DHS, Americans with Disabilities Act Coordinator

235 S. Grand Ave., Suite 1412
Lansing, MI 48909
(517) 373-8520

Important Things To Know (continued)

4. If You Think We Discriminate

“In accordance with Federal law and U.S. Department of Agriculture (USDA) and U.S. Department of Health and Human Services (HHS) policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. Under the Food Stamp Act and USDA policy, discrimination is also prohibited on the basis of religion or political beliefs.”

“USDA and HHS are equal opportunity providers and employers.”

You may file a complaint of discrimination with DHS or contact USDA or HHS.

USDA, Director, Office of Civil Rights

1400 Independence Avenue, S. W.

Washington, D.C. 20250

(800) 795-3272 (voice) or (202) 260-0087 (TTY)

Email: cr@usda.gov

HHS, Director, Office for Civil Rights

U.S. Department of Health and Human Services

200 Independence Avenue, S.W.

Washington, D.C. 20201

(877) 696-6775

Email: OCRComplaint@hhs.gov

5. Race and Ethnicity

Answering questions about race and ethnicity is voluntary. If you do not answer these questions, your eligibility or benefit levels will not be affected.* The information is collected to ensure that program benefits are distributed without regard to race, color or national origin.

**If you choose not to answer these questions, your DHS specialist must choose an answer for you.*

6. If You Receive Tribal Benefits

You cannot receive food benefits from the tribal food distribution program and the food assistance program at the same time.

You cannot receive tribal TANF (cash) from a tribe and FIP cash benefits from DHS at the same time.

Tribal organizations may receive LIHEAP funds from the federal government. Payments are limited to the highest amount available from either DHS or the tribal organization. DHS will ask you to prove any tribal LIHEAP payment you receive.

Before you sign a DHS application/redetermination form, read this Information Booklet.

Important Things To Know (continued)

7. Citizens and Non-Citizens

Social Security numbers and immigration papers are NOT required for a person who is:

- Not applying for help.
- Only applying for medical assistance for emergency services, pregnancy or childbirth.
- Only applying for child care. (You must give a Social Security number for the child and the child must be a U.S. citizen or show immigration papers.)

Other eligible members of your household will still be able to receive help.

Receiving food, medical, or emergency assistance will **not** affect your immigration status and your ability to stay in the U.S.

For some programs, **persons claiming U.S. citizenship** must provide proof of citizenship and identity. Acceptable proof of citizenship includes, but is not limited to, a U.S. passport, a certificate of naturalization, a U.S. public birth record showing birth in the U.S. or U.S. territories.

Persons receiving SSI, Social Security, Medicare, or adoption assistance; foster children, and newborn “safe delivery” babies are not required to provide proof of U.S. citizenship for DHS programs.

8. Domestic Violence

We may be able to waive some program requirements (such as working, looking for a job, pursuing child support or going to school) if participating would:

- Put you or a family member in danger of physical or emotional harm.
- Subject you to sexual abuse.
- Otherwise be unfair to you.

You qualify for domestic violence comprehensive services. Contact the DHS office in your area or your DHS specialist for more information or to access these services.

Resources:

- Online at: www.michigan.gov/domesticviolence.
- DHS Publication 859, Is Someone Hurting You or Your Children? (also available in Spanish) - online at: www.michigan.gov/dhs-publications.

Before you sign a DHS application/redetermination form, read this Information Booklet.

Important Things To Know (continued)

9. Bridge Card

Cash and/or food benefits are accessed by using a debit card. This debit card is called the Bridge card or Electronic Benefit Transfer (EBT) card.

Call EBT Customer Service toll-free at 1-888-678-8914 to:

- Report a lost, stolen or damaged card.
- Request a replacement card.
- Establish/change your personal ID number (PIN).
- Find out your balance.

Repay Agreements

By signing the DHS form you agree to do these things:

1. Recovery of Medical Costs (MA, AMP)

If any program run by the Michigan Department of Community Health (MDCH) pays the cost of hospital, surgical or medical services, you agree that the right to recover payments (from insurance, lawsuits, etc.) is transferred to the MDCH. This includes payments from a third person or public or private contractor. Any recovery payment you receive must be paid to the State of Michigan, MDCH.

Exception: Payments are not recovered from Medicare.

2. Lump Sums and Accumulated Benefits (SDA)

If you receive SDA, you agree to repay DHS if you receive:

- Lump sum payments such as an inheritance, insurance settlement, etc.
- Accumulated benefits paid retroactively such as SSI, unemployment benefits or workers' compensation.

You agree DHS will keep enough of the lump sum or accumulated benefit to pay back any SDA you received while your claim was pending. DHS will send the rest to you right away.

If the first accumulated benefit payment is sent to you, you agree to pay DHS right away for SDA received while the claim was pending.

If you disagree with the amount DHS keeps, see "Hearing Rights."

Information About Your Household That Will Be Shared

By signing the DHS form, you agree that DHS can share information about you and your household with others, and that other agencies or people can give us information about you, as stated below:

1. Information DHS Will Get From Others

Social Security Administration information (all programs)

You agree that the Social Security Administration may give DHS all information needed to determine your eligibility.

Quality Control (QC) investigations (all programs)

DHS might choose your case for a quality control review. If your case is chosen, DHS will contact you, other people, employers and/or agencies for proof of the information provided on your appreciation/redetermination form.

Law enforcement check (FAP, FIP)

- DHS receives information from law enforcement officials for the purpose of catching persons fleeing to avoid the law.

Child care information (CDC)

- DHS will use information from your child care provider to determine CDC eligibility and payment amounts.

Computer cross-checking (all programs)

- DHS will check with federal, state and private agencies to make sure the information you provide on your DHS form is correct. DHS may check wages, income, assets, unemployment benefits, income tax refunds, Social Security benefits and numbers, immigration status, etc.

If you give any information that does not match, DHS will check to find out what is correct. You may be asked for permission to contact employers, banks or other people.

DHS will check records from other states. You may be denied benefits in Michigan if you or other household members were disqualified in another state.

Information About Your Household That Will Be Shared (continued)

2. Information DHS Will Give To Others

Law enforcement check (FAP, FIP) - DHS may give information to law enforcement officials for the purpose of catching persons fleeing to avoid the law.

Eligibility information (FAP) - DHS sends food assistance program (FAP) eligibility information to schools. This information allows your child(ren) to receive free or reduced-cost meals.

CDC - DHS will send information and notices to your child care provider when your CDC:

- Application is denied or withdrawn.
- Payments are approved or changed.
- Case is closed.

3. Coordination of Health Care

Coordination of health care programs and providers (MA). The State's medical assistance program relies on a large number of managed care health programs, mental health and substance abuse programs, and private providers to deliver quality care to persons like you.

To make sure you receive a high level of care and that your benefits are coordinated, providers in the program may share information about your care (or your child or ward) with other providers in the program when such information and consultation is clinically needed.

Information about you, your child or ward (MA). Necessary information may be shared between Medicaid managed care health plans and programs in which you participate. Health plans, programs and providers that deliver health care to you may share necessary information in order to manage and coordinate health care and benefits. This information may include, when applicable, information relative to HIV, AIDS, AIDS-related complex (ARC) or other communicable diseases, information about behavioral or mental health services, and referral or treatment for alcohol and drug abuse as permitted by 42 CFR Part 2.

Web Site References

- Career education and workforce programs: www.michigan.gov/mdcd
- Earned Income Tax Credit: www.michiganeic.org
- Energy Assistance Programs: www.michigan.gov/heatingassistance
- Family Automated Screening Tool (FAST): www.michigan.gov/fast
- Michigan Assistance and Referral Services (MARS) program eligibility pre-screening tool: www.michigan.gov/mars.

NOTE: To find out if you qualify for any of our programs, you may visit the MARS Web site. You will be asked for information about your family and household that will help determine if you might qualify.

- Michigan Department of Community Health (MDCH): www.michigan.gov/mdch
 - Healthy lifestyles: www.michiganstepsup.org
 - Office of Services to the Aging: www.michigan.gov/miseniors
 - Women, Infants and Children (WIC) program: www.michigan.gov/wic
- Michigan Department of Human Services: www.michigan.gov/dhs
 - Cash Assistance www.michigan.gov/dhs-cash
 - Cash Assistance - SSI www.michigan.gov/dhs-ssi
 - Child Care www.michigan.gov/childcare
 - Child Support www.michigan.gov/childsupport
 - Client Application Process www.michigan.gov/dhs-applicationprocess
 - DHS County Offices www.michigan.gov/dhs-countyoffices
 - DHS Forms and Applications www.michigan.gov/dhs-forms
 - DHS Policy and Procedural Manuals www.michigan.gov/dhs-manuals
 - Emergency Services www.michigan.gov/dhs-ser
 - Food Assistance www.michigan.gov/foodstamps
 - Medical Services www.michigan.gov/dhs-medical
- Michigan Disability Resources: www.michigan.gov/disabilityresources

Before you sign a DHS application/redetermination form, read this Information Booklet.

Publications

If you would like any of these publications, ask your DHS specialist. The following publications (Pub) are available online at: www.michigan.gov/dhs-publications. Some are also available in Spanish (Sp).

- **Child Care**

Provider Handbook and Reporting Instructions for Child Care Providers - (DHS Pub 230). (Only available online).

Accreditation: Added Security When Choosing Child Care (DHS Pub 626) (Sp).

Michigan Cares for Today's Child (DHS Pub 798) (Sp).

4 Steps to Choosing Quality Child Care - A Parent's Checklist (DHS Pub 836) (Sp).

- **Child Support**

Understanding Child Support: A Handbook for Parents (DHS Pub 748) (Sp).

What Every Parent Should Know About Establishing Paternity (DHS Pub 780) (Sp).

Fatherhood: Taking Responsibility for Your Child (DHS Pub 806).

DNA Paternity Testing: Questions and Answers (DHS Pub 865) (Sp).

- **Domestic Violence** - Is Someone Hurting You or Your Children? (DHS Pub 859) (Sp) - explains about domestic violence and program waivers.

- **Food Assistance Program (FAP)** - Food Assistance Benefits in Michigan (DHS Pub 16) (Sp) - explains the food assistance program.

- **Home Heating Credit** - Notice to Potential Home Heating Credit Recipients (DHS Pub 788) (Sp).

The following publications are available online at: www.michigan.gov/mdch. Select MDCH Brochures Available for Download from the Quick Links.

- **Medicaid**

Healthy Kids (MDCH Pub 655) - explains medical coverage for pregnant women and children.

Medicaid Fair Hearings: Rights and Responsibilities (MDCH Pub).

Medicaid Health Care Coverage (MDCH Pub 141) - explains Medicaid and the basic eligibility rules.

Medicaid Deductible Information (DCH Pub 617) - explains how your medical costs can be used to get your income at or below the income limits to be eligible for Medicaid.

Nursing Facility Eligibility (MDCH Pub 726) - explains eligibility for persons in or entering a nursing facility.

Medicare Savings Program: Get the most out of life by getting the most out of health care (MDCH Pub 769) - explains how to get help paying Medicare expenses.

Welcome to Medicaid (MDCH Pub 1111-15) - explains the mihealth card, health plans and services covered by Medicaid.

Before you sign a DHS application/redetermination form, read this Information Booklet.

Case Name

Case Number

Specialist Name

Specialist Phone

Fax

Specialist email

Local Office Address

Department of Human Services (DHS) will not discriminate against any individual or group because of race, religion, age, national origin, color, height, weight, marital status, sex, sexual orientation, gender identity or expression, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to a DHS office in your area.

Department of Human Services (DHS) no discrimina contra ningún individuo o grupo a causa de su raza, sexo, religión, edad, origen nacional, color de piel, estatura, peso, estado matrimonial, orientación sexual, creencias políticas o incapacidad. Si usted necesita ayuda para leer, escribir, oír, etc., bajo la Acta de Americanos con Incapacidades, usted está invitado a hacer saber sus necesidades a una oficina de DHS en su área.

لن تميز إدارة الخدمات الإنسانية (Department of Human Services - DHS) ضد أي شخص أو مجموعة بسبب العرق، أو الديانة، أو العمر، أو المنشأ الوطني، أو اللون، أو الطول، أو الوزن، أو الحالة الزوجية، أو الجنس، أو التوجه الجنسي، أو الهوية الجنسية التي يتصورها الشخص لنفسه أو التعبيرات الجنسية التي يعطيها الشخص عن نفسه، أو المعتقدات السياسية، أو الإعاقة والعجز. إن كنت تحتاج إلى مساعدة في القراءة والكتابة والسمع، إلخ، ندعوك أن تجعل احتياجاتك معروفة لدى مكتب DHS في المنطقة التي تعيش فيها عملاً بقانون الأمريكيين المعاقين (Americans With Disabilities Act).

Quantity: 600,000
Cost: \$145,326.21 (.25 ea.)
Authority: DHS Director